

## **Totnes Natural Health Centre Charity No 279033**

Annual Report for the year ending 30<sup>th</sup> June 2024

The Management Committee of the above Charity present its report for the year ending 30.6.2024

The members of the Committee / Trustees during the time of the Report

Susannah Hall Centre Manager  
Chris Meeson (Chairperson)  
Ursula Athene  
Maggie Rosier  
Valerie Belcher  
Samuel Plumb  
Heather Blakestone

The role of secretary continues to be shared between committee members throughout the year.

There is currently no treasurer on the committee. Financial advice is provided by a current trustee who has good financial knowledge and experience, and by independent advisors as and when required.

### Background

The Charity was originally established by two trust deeds dated 2<sup>nd</sup> and 7<sup>th</sup> of September 1974 and subsequently amended by The Constitution of the Totnes Natural Health Centre dated 18<sup>th</sup> September 1978, the wording of which was agreed with Charity Commission with which it was registered; Charity Number 279033. The Charity's address is Waterside, The Plains Totnes, South Devon TQ9 5DW.

The Management Committee members are elected in the year and ratified at the Annual General Meeting, with officers being elected, usually from general membership (Chair, Secretary, Treasurer and other named positions). The AGM is usually held in the autumn; the AGM in 2024/5 is planned for February 20<sup>th</sup> and will include a user's meeting.

## Objects, Organisation and Activities as outlined on Charity commission entry

The Charity is established according to its Constitution to:

1. Relieve sickness by practice, support and promotion of all methods of healing and natural therapeutics designed to relieve human suffering and distress.
2. Research into and training of students in all such methods of healing and natural therapeutics and publication of the useful results of such research.

As one of the country's first established Natural Health Centres, we have reached 60 years of service to the local community. We continue to provide low cost complementary therapies for this community, despite significant financial, medical and social challenges over the last four years.

We aim to promote good health and provide support and information via the currently accepted modalities of Natural Health Therapies by fully trained and registered Therapists. This enables us to support people to maintain and improve their health, facilitating their decisions regarding complementary therapies at a continued affordable price.

The Totnes Natural Health Centre does not receive funding from any other bodies, and relies solely on donations of time from volunteer Therapists and Receptionists.

Therapies are offered to clients on a donation based system; each therapist donates three hours per week of therapy time, free of charge. The client receiving the therapy then pays a donation in accordance with their ability to pay. The minimum donation is currently £15.00. This represents a significantly reduced price based upon the normal charge of these therapies. Donations range usually between £15.00 and £40.00. We have noticed in the last three years a reduction in the donation amounts given, meaning that most donations remain between £15 and £20.

Rooms can be booked by our volunteer therapists for their own private sessions, classes, workshops and courses for a subsidised fee. These fees also contribute to the Centre's revenue.

This provides a service to our volunteers by supporting their own practices and in return for their kind donation of regular time to the centre. Therapists who

wish to offer a more regular private slot can book these as something called contractual "templated slots,". These are booked on a regular basis and paid for whether or not their slots are filled; these sessions are paid for in advance by the therapist. However, the extent of these bookings will not take precedence over donation sessions. There is a fine balance to be struck which is important to remain a community focussed charity, as outlined in our Constitution.

Rooms can, very occasionally be booked for therapists/practitioners not affiliated to the Centre, but only if the space is not booked by our members and specific permission is granted by the manager. There is a higher pay scale for these non-members.

We currently offer 21 individual therapies; these change in accordance with the volunteer therapists donating at any one time and include:-

Acupuncture (Japanese)  
Astrology  
Bach Flower Remedies  
Counselling  
Cranio-sacral therapy x 2 therapists  
Embodied awakening  
Homeopathy  
Medical Herbalism/Plant Spirit Medicine  
Holistic Massage x 2 Therapists  
Hypnotherapy  
Indian Head Massage  
Kinesiology  
Reflexology  
Reiki  
Somatic Therapy (Clinical)  
Somatic Yoga  
Shamanic healing  
Shiatsu  
Tarot reading  
Transpersonal Therapy  
Tui Na (Chinese Medical Massage)  
Tibetan Bowl Sound Bath  
Yoga

## Employees

There are currently three employees:-

1. The Manager of the Natural Health Centre, working 20 hours per week, delivering a multi-faceted role of daily management of the centre, strategy, administration, communications, housekeeping, financial awareness, banking and support to therapists and reception volunteers. The Manager recruits, arranges, interviews and provides an induction programme to all successful therapists.

2. A cleaner provides a minimum weekly clean of three hours.

3. A book-keeper co-ordinates and oversees the records of financial payments for donations and Therapists' payments for room rents. She has established a more robust system to support the Centre in improving invoicing, organisation of payments and recording the relevant financial data in order to provide accurate information for the Annual Financial Review for the Charity Commission. She works closely alongside the accountant/independent Examiner for the charity.

The Reception desk continues to be wholly staffed by dedicated volunteers, some long standing and some new. The new volunteers are trained by experienced Reception staff and are overseen by the manager. They are supported in their roles by a comprehensive Receptionists' Handbook. This team is invaluable in providing a friendly, supportive and a personal service to the clients and therapists visiting the Centre. They are usually the first contact in the Centre, helping clients to navigate the choice of appropriate therapies for them and explaining the workings of the donation system. We have a volunteer receptionist co-ordinator who organises cover for absences and holidays.

The Lucia Fern Croft memorial Trust fund continues to enable the Centre to provide a number of sessions to clients who are in urgent need of complementary therapies that they may not otherwise be able to afford. This can help to ease chronic symptoms in debilitating conditions and sometimes provide comfort and support in a terminal diagnosis. This is a valuable and well received fund that can benefit the most needy and vulnerable in the community.

The Centre continues to receive verbal and written positive feedback and heartfelt comments for its provision of affordable and supportive therapies. Like all charities and health related services, the post pandemic years continue to challenge us financially. This is reflected in the rise in inflation, utility bills prices of sub-contractors, and significantly increase in leasehold fees.

This 2023/2024 year has been more stable financially, in terms of reduced expenditure on unplanned work and bringing the Centre to a place of safety with checks on equipment.

However the large increase in leasehold fees of 42% will have a significant impact on the Natural Health Centre going forwards.

#### Natural Health Centre Activity in the year June 2023 to June 2024

The Manager continued to review each Utility, Insurance and expense to ensure that the Centre has the best deal available to them at the given time. This has resulted in the Centre now using Octopus, the ethical providers of electricity and gas.

Some funds in the Lloyds Current account have been moved to an easy access interest account, also within Lloyds.

The Trustees have maintained the best interest accounts for Charity Funds with The Charity Bank (outlined below)

Costs of Accountancy and annual Reporting have remained the same but with a much improved system of Receipts and Payments, rather than accrual. This is a more comprehensive and suitable system to our small charity.

We have continued to review the Safety checks required to keep the Centre a safe, healthy and comfortable place to be. These include:

Health and Safety assessment (October 2023/4)  
Electrical Installation Condition Report 2023 (EICR) five yearly  
Boiler maintenance (annual)  
Annual renewal of Insurances as appropriate.  
Fire Extinguisher service and replacement (annual)

The Reception Handbook for Volunteers has been updated.

A full Fire Risk Assessment is planned for January 2025 in accordance with the change in the law.  
A security camera has been installed in Reception area which operates when the centre is not manned. This was installed after a series of small thefts.

Lottery funding was unsuccessfully applied for in this year.

Social media has continued to be more visible in terms of advertising Therapies and Workshops and for advertising for volunteers. It also provides a platform to introduce our new Therapists to the community. The visits to the social media sites and followers appear to be increasing.

Development of the new website is now complete and it is used to promote our charitable services, create awareness of the Therapies and ethos, and as a platform for information to prospective clients. In addition there is a section for advertising Courses and Events going on at the Natural Health Centre.

A second Open Day for the Centre took place in June 2024, updating the local community of the therapies available currently at the Centre and introducing the development of the new website. Taster sessions were available for a small donation. The Open Day was a success for therapists and was enjoyed by the local community. It was very well attended by volunteers, some trustees and prospective clients. The effect was a tangible increase in bookings in the following months. There was a cohesive community feel to the day and we hope to hold an open day annually.

We continue to encourage and provide the opportunity for Receptionists to meet for coffee and be updated informally allowing them to raise concerns and suggestions as well as be aware of changes.

The Trustees invite items for the agenda of monthly meetings from its members who are encouraged to add topics for discussion to a form displayed on the reception noticeboard or by contacting the Chair or any Trustee.  
Access to Minutes, Annual accounts and Annual Reports, are available on the Reception notice board.

## Plans for the Year June 2024/ June 2025

We propose holding committee and member discussions to:

Identify how we can manage the progression of the Centre to meet the substantial increase in the Leasehold Service Charge for the premises.

Explore fundraising, grants and lottery funding in a more structured way to help meet the rising costs. We will consider how best to manage this with limited members and time.

Maintain good numbers of appropriate therapists and increase the take up of such appointments to promote growth and income. This will begin in trying to secure a massage therapist each day.

Review room rentals for Therapists and Workshops, as well as minimum donation rates.

Continue to be vigilant in getting the best deals for utilities and services needed for the Charity, to also support rising costs.

Complete the setting up of the computerised booking system, train staff and provide training for volunteers.

Maintain and update the new website, and social media accounts as appropriate.

Formalise Fire Safety in accordance with the outcomes from the Fire Risk Assessment Action plan in January 2025.

### Public Benefit Statement

The Trustees have complied with the Charity Commission requirements to have due regard to the guidance on public benefit. This is evidenced above.

### Policy on Financial Reserves

While the charity has no formal policy for reserves, it does maintain an investment of the order of 2 years' operating income. This continues to be invested in The Charity Bank. Its purpose is to provide funds for unforeseen

circumstances and to provide security for the continued running of the charity.

On behalf of all of the Trustees we would like to take this opportunity to extend our most sincere gratitude to all members of the Totnes Natural Health Centre. For their continued support in maintaining this treasured Centre and thereby supporting our local community. The dedication and support given by all its members is truly appreciated and allows us to grow in the nature of the centres original ethos.

At the time of Report Submission 14.1.2025

The Manager is Susannah Hall

The Chairperson is Christine Meeson

The Charity's Bankers are Lloyds Plc, Fore Street Totnes, and TQ95HH.

The Investment Account is The Charity Bank, Fosse House, at 182 High Street

Tonbridge, Kent TN9 1BE.

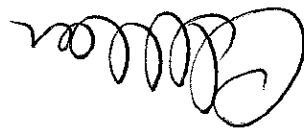
The Independent Examiner for Receipts and Payments accounts is Nigel

Langley.

The bookkeeper is Bethan Evans.

This Report has been approved by the management committee of Trustees of the Totnes Natural Health Centre.

Date 10.2.2025



Signature  
Christine Meeson (Chairperson)

**Independent examiner's report to the trustees of the Totnes Natural Health Centre**

I report to the trustees on my examination of the accounts of the Totnes Natural Health Centre ('the Charity') for the year ended 30 June 2024.

**Responsibilities and basis of report**

As the Charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Charity as required by section 130 of the Act; or
2. the accounts do not accord with those records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:



Name:

Nigel Langley

Address:

Ribbonwood, Rowells Lane, Totnes, Devon TQ9 5AG

Date:

11/2/25

**TOTNES NATURAL HEALTH CENTRE**  
**RECEIPTS AND PAYMENTS ACCOUNTS**  
for the year ended 30 June 2024

| <b>Receipts and Payments</b>              |                |            |                |                 |
|-------------------------------------------|----------------|------------|----------------|-----------------|
|                                           | Unrestricted   | Restricted | Total          | 2023            |
|                                           | £ funds        | £ funds    | £ funds        | £               |
| <b>Receipts</b>                           |                |            |                |                 |
| Donations                                 | 20,177         | -          | 20,177         | 19,280          |
| Practitioners' room rents                 | 7,150          | -          | 7,150          | 6,266           |
| Meeting room hire                         | 6,560          | -          | 6,560          | 6,848           |
| Miscellaneous                             | 80             | -          | 80             | 94              |
| Interest received                         | 1,981          | -          | 1,981          | 426             |
| <b>Total receipts</b>                     | <b>35,948</b>  | <b>-</b>   | <b>35,948</b>  | <b>32,914</b>   |
| <b>Payments</b>                           |                |            |                |                 |
| Salary and pension contributions          | 16,066         | -          | 16,066         | 16,133          |
| Service charges, rates and water          | 9,433          | -          | 9,433          | 7,420           |
| Light and heat                            | 3,594          | -          | 3,594          | 3,542           |
| Telephone and broadband                   | 472            | -          | 472            | 720             |
| Stationery & postage                      | 248            | -          | 248            | 201             |
| Marketing and advertising                 | 1,013          | -          | 1,013          | 1,100           |
| Repairs & maintenance & safety checks     | 1,441          | -          | 1,441          | 5,382           |
| Equipment                                 | 553            | -          | 553            | 1,037           |
| Cleaning                                  | 2,480          | -          | 2,480          | 1,635           |
| Linen and laundry                         | 433            | -          | 433            | 51              |
| Consumables                               | 668            | -          | 668            | 1,135           |
| Bookkeeping, accountancy and payroll fees | 3,208          | -          | 3,208          | 4,331           |
| Insurance                                 | 436            | -          | 436            | 443             |
| Volunteer & employee care                 | 585            | -          | 585            | -               |
| Miscellaneous expenses                    | 746            | -          | 746            | 184             |
| Zettle fees                               | 180            | -          | 180            | 164             |
| <b>Total payments</b>                     | <b>41,556</b>  | <b>-</b>   | <b>41,556</b>  | <b>43,478</b>   |
| <b>Net (payments)</b>                     | <b>(5,608)</b> | <b>-</b>   | <b>(5,608)</b> | <b>(10,564)</b> |
| <b>Cash funds last year end</b>           | <b>73,635</b>  | <b>-</b>   | <b>73,635</b>  | <b>84,199</b>   |
| <b>Cash funds this year end</b>           | <b>68,027</b>  | <b>-</b>   | <b>68,027</b>  | <b>73,635</b>   |

Statement of Assets and Liabilities at 30 June 2024

| Cash funds                                 | Unrestricted funds | Restricted funds | Total funds   |
|--------------------------------------------|--------------------|------------------|---------------|
| Lloyds Bank current account                | 637                | -                | 637           |
| Lloyds Bank instant access savings account | 15,067             | -                | 15,067        |
| Charity Bank deposit account               | 51,825             | -                | 51,825        |
| Cash in hand                               | 498                | -                | 498           |
| <b>Total cash funds</b>                    | <b>68,027</b>      | <b>-</b>         | <b>68,027</b> |

Assets retained for the charity's own use

| Cost                              | Fund to which asset belongs |              |
|-----------------------------------|-----------------------------|--------------|
| Leasehold premises (at cost)      | 76,827                      | Unrestricted |
| Furniture and equipment (at cost) | 18,040                      | Unrestricted |

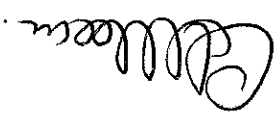
Debtor

|               |       |              |
|---------------|-------|--------------|
| Paypal/Zettle | 1,099 | Unrestricted |
|---------------|-------|--------------|

Liabilities

| Fund to which liability relates |              |              |
|---------------------------------|--------------|--------------|
| Michelmore Hughes / Stags       | 3,670        | Unrestricted |
| Positive Energy                 | 1,466        | Unrestricted |
| B. Evans                        | 256          | Unrestricted |
| Food for Thought                | 23           | Unrestricted |
| <b>Total liabilities</b>        | <b>5,415</b> |              |

These accounts are signed by a trustee on behalf of all the trustees:

Signature of a trustee: 

Name of the trustee signatory: Christine Messau

Date of approval:

16.9.2025